

Customer Service & Warranty Information

(Valid in U.S.A. and Canada Only)

Customer Service

If you have questions about using a Britannica Software program, after reading the manual, please call our Software Hotline: 415-546-1866. We will be happy to help you.
(Software Hotline hours Monday through Friday 9 a.m.- 5 p.m. P.S.T.)

LIMITED 90-DAY WARRANTY - BRITANNICA SOFTWARE DISKS

Britannica Software, Inc. warrants to the original consumer that the Britannica Software disk shall be free from any defects in material or workmanship for a period of 90 days from the date of purchase. Any Britannica Software disk which is found to be defective during the warranty period will be replaced by Britannica Software. Return the disk, accompanied by dated proof of purchase satisfactory to Britannica Software, no later than one (1) week after the end of the warranty period, shipping charges prepaid, to:

Britannica Software, Inc., Customer Relations, PO Box 77186, San Francisco, CA 94107.

This warranty shall not apply if the disk has been damaged by negligence, accident, improper or unreasonable use, or by any other causes unrelated to defective materials or workmanship.

Back-up Copies

One backup per product may be purchased directly from Britannica Software for \$12.00*IF, AND ONLY IF, your registration card is on file at Britannica Software.

(DETACH AND MAIL OWNER REGISTRATION CARD BELOW)

BRITANNICA SOFTWARE
WARRANTY INFORMATION

Purchaser's Name _____
Street Address _____
City _____ State _____ Zip Code _____
Phone () _____

1. New Britannica Software Program purchased _____
2. Date Purchased month _____ year _____
3. Other Britannica Software programs purchased _____

4. Type of Computer the program will be used on _____
5. How long have you had your computer? _____
6. Who chose this program? _____
7. How many programs do you own? _____
8. What other brands of programs do you own? _____

9. How did you hear about this program? _____
10. Describe user's skill in this program's subject area
Needs to improve _____ good _____ Excellent _____
11. Most important factor in deciding to buy this program _____
12. What other subject areas are you interested in? _____

13. What are the most useful programs you own? _____

14. Any comments or suggestions? _____

**DISCLAIMER OF WARRANTIES -
BRITANNICA SOFTWARE COMPUTER PROGRAMS**

All Britannica Software computer programs and related informational materials are distributed on an "as is" basis without warranty of any kind. Any statements concerning capabilities or utility of a computer program are not to be construed as express or implied warranties. **The entire risk as to the quality and performance of such programs is with the purchaser. Should such programs prove defective following their purchase, the purchaser and not the manufacturer, distributor, or retailer assumes the entire cost of all necessary servicing or repair.** (except for replacement by Britannica Software of defective disks as provided.)

**EXCLUSIONS FROM WARRANTIES -
BRITANNICA SOFTWARE DISKS AND COMPUTER PROGRAMS**

The exclusions and disclaimers in this paragraph apply to all Britannica Software disks and Britannica Software computer programs. **All implied warranties (including warranties of merchantability and fitness for any particular purpose) with respect to Britannica Software products are hereby excluded and disclaimed. Britannica Software shall not be liable for incidental and/or consequential damages, including injury to property or persons, that may result from use, malfunction, or failure of Britannica Software disks and computer programs.** In all cases, the liability of Britannica Software shall be limited to replacement of defective disks as provided.

Some states do not allow the exclusion or limitation of incidental or consequential damages, so these limitations and exclusions may not apply to you. This section regarding warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

Out-of-Warranty Diskette Replacement

If you need to replace your Britannica Software program diskette AFTER the 90 day warranty period, Britannica Software will replace it for \$12.00,* IF AND ONLY IF, your registration card is on file at Britannica Software. Please send in the inoperative diskette with full payment.

*Managing for Success/American Dream is \$18.00
California residents must add 6.5 % sales tax (\$.78 on \$12 or \$1.17 on \$18)

THREE SPECIAL OFFERS

**THREE REASONS YOU WANT TO COMPLETE
AND RETURN THIS CARD TODAY**

- (1) **Free** replacement of defective diskettes during 90-day warranty period
- (2) Replacement of damaged diskettes after the 90-day warranty period for **only \$12.00***
- (3) One back-up diskette per product purchased for **only \$12.00***

These special offers are available to you **if, and only if**, you complete the attached owner registration card and return it within 10 days of purchase.

*California residents add 6½% sales tax (\$.78)

*Managing for Success/American Dream is \$18.00

**BRITANNICA SOFTWARE
185 Berry Street
P.O. Box 77186
San Francisco, CA 94107**

PLACE
STAMP
HERE